Privacy Policy- For general users and clients

Top Building Control Limited takes your privacy very seriously. This Privacy Notice is intended to set out your rights and answer any queries you may have about your personal data. If you need more information, please contact:  [admin@topbc.co.uk](mailto:admin@topbc.co.uk)

**GENERAL DATA PROTECTION REGULATIONS 2018 (GDPR)**

**The above regulations come into force on 25th May 2018 and apply to any company, private or public or individual or any organisation such as charities or volunteer organisations who hold any data on any individuals, groups or organisations.**

**ToP Building Control Ltd have a certain amount of your data stored in a secure location.  It was necessary for us to do so at the time in order for us to fulfil your wishes. This may have been to provide a quote, advice or an application relating to some building work, energy or fire risk assessment.**

**In some cases, we are legally bound to hold this information securely and then when we no longer need it will delete it from our records. For Building Regulation purposes this is a minimum of 15 years after we issue a final certificate.**

**Be assured we will treat your data confidentially and not share with a 3rd party unless specifically instructed to do so by yourself or to fulfil our contract with you and meet our agreed terms and conditions.**

**We will treat your data in accordance with Schedule 1 of the original Data Protection Act 1998 and follow these principles:**

**First principle** - Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless at least one of the conditions in Schedule 2 is met and in the case of sensitive personal data, at least one of the conditions set out in Schedule 3 or either of the two Statutory Instruments 417/2000 and 2905/2002. below is met.

**Second principle** - Personal data shall be obtained only for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes.

**Third principle** - Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.

**Fourth principle** - Personal data shall be accurate and, where necessary, kept up to date.

**Fifth principle** - Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

**Sixth principle** - Personal data shall be processed in accordance with the rights of data subjects under this Act.

**Seventh principle** - Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

**Eighth principle** - Personal data shall not be transferred to a country or territory outside the European Economic Area, unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data

We hope this information reassures you that your data will be treated correctly.  If you have any further questions, please e mail us at [admin@topbc.co.uk](mailto:admin@topbc.co.uk)

**How do we collect information from you?**

We obtain information during the course of your visit to our website for example, submission of enquiries, emails forms or requests, application forms, post, telephone calls when you make enquiries, applications and requests relating to our services, request for inspections or request information.

**Why do we do this?**

We need to keep a record of your contact details in order to correspond with you to deliver our services and to discharge our duties under the Building Act 1984, the Building (Approved Inspector etc) Regulations and allied legislation.

We also use this to provide quotations and technical enquires etc, we then need to hold this information for a reasonable length of time, for quotations we may limit this to 2 years but if you have other associated application that have been processed we need to keep this for a minimum of 15 years form closure of the application.

**What type of information is collected from you?**

Name, company details, job title, address, email address, telephone numbers, what we would consider normal information to enable us to communicate effectively and meet our terms and provide the necessary service levels.

**How may we use your personal information?**

We will only use this information to:

* Create and administer your accounts and projects.
* Fulfil our promises to you on services.
* Seek you view on our services.
* Process payments and refunds, all card payments are secure by third party providers (Barclaycard) we do not hold any card numbers on record.
* Meet legal requirements such as complying with contracts, court orders, valid discovery requests, valid subpoenas, and other appropriate legal mechanisms.
* Provide information to representatives and advisors, such as legal attorneys and accountants, to help us comply with legal, accounting, or security requirements.

**Who has access to your information?**

As part of the Building Regulation process, there may be a legal requirement to share data with the Fire Authority, or Water authority for sewer related enquiries.

Top Building Control Limited employees and external consultants if used as part of the processes in fulfilling the contract and meeting the terms and conditions, these will not share your data further.

**How do we look after your data?**

Your data will be held within Top Building Control Limited secure network and premises. Access to your information will only be made to authorised members of staff who are required to process it for the purposes outlined in this privacy notice.

**Notification of privacy policy changes?**

We may update this privacy statement to reflect changes to our information practices. If we make any material changes we may notify you by email (sent to the email address specified in your account) or by means of a notice on our website or your account prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

**What are my data rights?**

Your personal information belongs to you and you have the right to:

* be informed of how we will process it.
* request a copy of what we hold about you and in commonly used electronic format if you wish (if you provided this to us electronically for automated processing, we will return it in the same way).
* have it amended if it’s incorrect or incomplete.
* Withdrawn your consent if you no longer want us to process it.
* have it deleted (where we do not have a legal requirement to retain it).
* restrict how we process it.
* object to us using it for marketing or research purposes.
* object to us using it in relation to a legal task or in the exercise of an official authority.
* request that a person reviews an automated decision where it has had an adverse effect on you

**How long will we keep this information for?**

For statutory functions we will keep your details on file for 15 years from date of completion or closure of the file

**How do I exercise my rights?**

We hope this information reassures you that your data will be treated correctly.  If you have any further questions, require access to any of the information we hold about you or have any concerns regarding the way we have processed your information, please e mail us at [admin@topbc.co.uk](mailto:admin@topbc.co.uk).

If you request copies we will require photographic proof of your identity before providing any details and a fee of £25 + Vat to cover administration costs involved, we will acknowledge and process your enquiry within 30 days

**I don’t agree with something?**

We would prefer any complaints to be made to us initially so that we have the opportunity to see if we can put things right. However, if you are unhappy with the way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data, you can raise your concerns direct with the Information Commissioner’s Office Tel No. 0303 123 1113 https://ico.org.uk/concerns/